



# Department of CITY PLANNING

OFFICE OF BUILDINGS

## CITY OF ATLANTA SHORT-TERM RENTAL LICENSE ADDITIONAL FREQUENTLY ASKED QUESTIONS (FAQ)

1. How do I renew my STRL?
  - a. An STRL may be renewed each year by submitting a \$150 license fee. Renewal submission is completed through [Accela](#).
2. How do I notify adjacent property owners of my STRL application?
  - a. Notification must include the following:
    - i. Must be sent via certified USPS mail, to each property on either side of the STR unit (To the left of the property and to the right of the property).
    - ii. The address of the unit to be used as an STR.
    - iii. The contact information of the STR agent.
    - iv. Must identify and include the address of the adjacent property notified.
3. Is my short-term rental license transferable?
  - a. The STR licensee shall not transfer the right to operate under any license issued under this chapter to any other person or entity by lease, agreement, contract, or any other agreement.
4. Do I have to pay taxes to obtain an STR permit?
  - a. Yes, per **Section 20-1010**, short-term rentals shall be subject to the hotel-motel tax of 8%. **The STRL holder must excise tax payments if the STR platform doesn't** collect taxes. Instructions on how to begin remitting monthly excise tax payments can be found [here](#).
  - b. If the short-term rental platform (i.e., Airbnb, Vrbo, HomeAway, etc.) collects and remits an occupancy, sales, lodging, and other tax, fee, or assessment to which a short-term rental operator is subject on behalf of such operator, the platform must collect and remit such tax payment to the Office of Revenue.
5. Can my STRL be revoked?
  - a. Yes, when an STR property has accumulated three (3) violations for the same property within 12 months, the City shall revoke any pending licenses and reject all applications for that particular property for a period of 12 consecutive months.
6. What if one of my STR properties STRL is revoked, can I continue to operate the 2<sup>nd</sup> property associated with my STRL?
  - a. You may continue to utilize the additional property listed on the same STRL that **does not have** three consecutive violations within a 12-month period. The STR Agent may continue to serve as the agent.
7. How do I appeal a denied application or a revoked STRL?
  - a. An appeal of a revoked STRL or denied STRL application can be submitted in writing within 30 calendar days of the adverse action to the Chief Operating Officer. Refer to Section 20-1008(e).
8. What information is required to apply for an STRL?

**\*Refer to "Additional Resources" on the STR home page to download documents**

  - ☐ Government-issued ID
  - ☐ Signed acknowledgments
  - ☐ \*Written STR rules



Department of  
**CITY PLANNING**

OFFICE OF BUILDINGS

CITY OF ATLANTA SHORT-TERM RENTAL LICENSE ADDITIONAL FREQUENTLY ASKED QUESTIONS (FAQ)

- ☐ Proof of certified mail notification to adjacent properties. [Certified Mail Info](#)
    - i. **Copy of the stamped "Certified Mail Receipt"/"PS Form 3800,"** proving notification was sent to adjacent properties.
    - ii. **Copy of letters.**
  - ☐ *\*Homeowners Affidavit*
  - ☐ *\*STR Agent Affidavit Authorization*
  - ☐ Other documents are required to prove primary residency or homeownership (i.e., Deed, utility bill, homestead exemption, etc.)
  - ☐ Evacuation plan for units in a multifamily building (Apartment, townhouse, or condo) Showing the exit path from the unit in the event of a fire or emergency.
9. **How is "Primary Residence" defined?**
- a. A primary residence is defined as the home where the STR owner or the long-term tenant of the STR resides for more than six months of the year. If there are multiple units on a property, the primary residence is the unit in which the short-term rental owner or the long-term tenant of the STR resides. Proof of primary residence will be determined at the time of application submittal and/or renewal.
10. Are there any restrictions on how many days a guest can occupy an STR?
- a. Lodging should not exceed 30 consecutive days.
11. Does the STR owner or the long-term tenant of the STR have to be home when they are hosting guests?
- a. No, they are not required to be at the home while hosting guests.
12. Do I need a business license to obtain an STRL?
- a. No, a business license is not required, only an STRL.
13. Can a Homeowners Association prohibit STRs?
- a. Yes, homeowner associations can prohibit you from operating an STR. The City of Atlanta regulations shall not supersede existing private agreements, leases, or covenants such as homeowner or condo association rules.
14. Can my accessory dwelling unit be utilized as an STR?
- a. Yes, you can utilize your accessory dwelling unit if the primary property owner resides onsite.
15. What if I am an investor and I own multiple properties within the City of Atlanta. Can I obtain an STRL for all properties?
- a. You are allowed to obtain an STRL for **your primary residence** located within the City of Atlanta and **one additional unit** within the City of Atlanta.
16. Can an entity, such as an LLC or corporation, that owns a dwelling unit qualify as an "applicant" for an STRL?
- a. Yes, an entity, such as an LLC or corporation, can apply for an STRL if the person living in the dwelling unit can prove that dwelling unit is their primary residence and that they have an ownership interest in the entity that owns the dwelling unit.



Department of  
**CITY PLANNING**

OFFICE OF BUILDINGS

CITY OF ATLANTA SHORT-TERM RENTAL LICENSE ADDITIONAL FREQUENTLY ASKED QUESTIONS (FAQ)

17. Why do I need to register my primary residence to obtain a STRL if I don't intend to use it as a STR property?
  - a. This language means that an applicant can get a license for their primary residence and, if they choose, the applicant may also include one additional dwelling unit on that license. While the ordinance requires applicants to get a license for their primary residence first, it **is the licensee's choice whether to rent out their primary residence**, their additional dwelling unit, or both units at any given time.
18. I am experiencing technical issues in the STRL application; how should I proceed?
  - a. Please utilize Google Chrome when filling out the STRL application. Using other web browsers can cause issues.
19. How to proceed with my STRL application if my parcel number is not accurate?
  - a. Fulton County provides City of Atlanta with updated parcel number information for addresses every so often. The parcel number may not be updated in Accela, per Fulton County records. The STRL is solely based off of the address. You can proceed with your application if the parcel is not correct.
20. How to proceed with my STRL application if the owner's name is not correct?
  - a. **If the owner's name is incorrect, you** can continue with your application. After uploading the deed to the STRL application, please advise us in the description **box that the owner information needs to be updated. (i.e., "Please correct owner information per the attached deed"). We will update** the owner information on the back end.
21. Where can I obtain my deed?
  - a. You can obtain your deed from the Fulton County Clerk of Superior and Magistrate Courts Deeds or the website listed below.  
Fulton County Clerk of Superior and Magistrate Courts Deeds  
<http://www.fultonclerk.org/143/Deeds-and-Records-Room>  
Georgia Superior Court Clerks' Cooperative Authority  
<https://www.gsccca.org/learn/projects-programs/deed-system>
22. How to submit revisions?
  - a. Refer to page 41 on the "STR How to Guide"